



Lyster Army Health Clinic will have an unannounced survey by Joint Commission on Accreditation of Healthcare Organizations (JCAHO) between January 2007 and December 2007. The survey will be unannounced with possibly a 5 day notice.

The JCAHO is a private, not-for-profit organization dedicated to continuously improving the safety and quality of care provided to the public.

If you have concerns that cannot be resolved through the organization regarding the quality of patient care or patient safety you may contact JCAHO at:

Joint Commission's Office of Quality Monitoring at 1/800-944-6610 or email: complaint@jcaho.org

As Commander of Lyster Army Health Clinic I encourage you to contact me or the Performance Improvement Office at 334-255-7609 for concerns you may have about the quality of patient care or safety. Give us the opportunity to investigate any concerns and respond to your questions.